



## MINUTES OF THE CRIME PREVENTION TASK GROUP

### HELD REMOTELY VIA VIDEO CONFERENCE

THURSDAY, APRIL 29, 2021  
AT 6:05 P.M.

- Present: Councillor Nathan Pachal, Chair  
Valerie Frolander, Member at Large  
Mary Kydd, Senior Representative  
Nadia Gugubauer, Member at Large  
Heather Giuriato, DLBA  
Lida Magnus, Youth Member  
Jenny Hinch, Chamber of Commerce
- Staff: Paula Kusack, Deputy Corporate Officer  
Dave Selvage, Community Safety Manager  
S/Sgt. Dave Brown, RCMP
- Absent: Allen Yuarata, Member at Large  
Khesro Amin, Member at Large

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Quorum was not attained at 6:05pm. Those in attendance agreed to receive the 'For Information' agenda items informally.

Ms. Kydd and Ms. Magnus joined the meeting at 6:07pm, reaching quorum.

#### 5) **FOR INFORMATION**

- a) Motion from the March 25 CPTG meeting was passed by Council. Work is underway and will be reported back to the task group.

*THAT staff investigate an incentive program to retrofit insecure mailboxes in multifamily housing to increase security and deter mail theft, which in turn, reduces policing costs.*

The Manager of Community Safety advised that the motion forwarded to Council from the March CPTG meeting was passed by Council, meaning staff can investigate an incentive program. He will inquire with Canada Post and some other municipalities to see if anyone else is undertaking a similar program and report back to the task group when he has more information.

The Chair advised that Acting Superintendent Bhatti provided Council with an RCMP quarterly update on crime statistics at the April 26 Council meeting. S/Sgt Brown provided an overview of that report. S/Sgt Brown noted that the bike patrol will be starting downtown soon.

Upon attendance of two additional members, quorum was reached, and the meeting started formally.

1) **AGENDA**

It was MOVED and SECONDED

THAT the April 29, 2021 agenda be adopted as circulated.

CARRIED

2) **MINUTES**

It was MOVED and SECONDED

THAT the March 25, 20201 minutes of the Crime Prevention Task Group meeting be adopted as circulated.

CARRIED

3) **DISCUSSION**

a) Identify Priority Crimes and Target Areas to Disseminate Crime Prevention Information / Education Flyers (based on Crime Analyst Data)

*Input from City, RCMP & Task Group Members requested*

- Theft from Auto
- Auto Theft
- Mail Theft

The Chair shared the March crime statistics map on his screen identifying an area between 200<sup>th</sup> Street – 204<sup>th</sup> Street and Fraser Highway – 53 Avenue as a higher crime area. There are many multifamily buildings in that area, meaning more density and it could be a good place to focus crime prevention education efforts.

The Manager of Community Safety and S/Sgt Brown agreed.

Due to the pandemic, it is not possible to knock on individual doors, so a suggestion was made to tape flyers to the entrance doors of the multifamily buildings. Labels could be affixed to the flyers offering people contact information to learn more about what they can do to help prevent crime in their neighbourhood. Volunteers would be needed to distribute the flyers.

The Manager of Community Safety noted that sometimes a criminal is living in the building and known to other residents, but they don't know what to do about it. The poster campaign would provide them with the information they need to act and encourage reporting.

The City could provide the posters and some painters tape and volunteers could deliver them.

There was discussion about the City's access to resident emails. Staff advised that the City is not able to use any contact information it may have because it was not collected for that purpose.

**ACTION:** S/Sgt Brown will check with the Block Watch and Crime Free Multi Housing staff to see if email contact information can be shared with the CPTG to distribute the crime prevention flyers to individuals and strata councils by email.

It was noted that because there are six posters already created for the outreach initiative there is no need for new content. The group can do multiple rounds with different posters over a time. There was a suggestion to create a crime prevention task group email which could be put on the flyer to direct people with ways to get more information. We can collect their email to send out crime prevention brochures, connect them with Block Watch/Crime Free Multi-housing programs, and for help to distribute information when we can start the Know Your Neighbour campaign up again.

**ACTION:** Staff will inquire with the City's IT department to see if a specific email account can be set up for this purpose.

If the email can be set up a label can be created and affixed to the poster that states something to the effect of:

"Attention Strata Council & Residents: Email <Insert crime prevention email address> to learn how you can help prevent crime in your building."

Task group members who live in the area felt the poster campaign would be helpful because as they've shared information with neighbours they have learned that very few people know about crime prevention initiatives or target hardening techniques. Many buildings could improve security to help mitigate crime in the area. There is room for improvement.

The Manager of Community Safety added that it is an effective way to familiarize the public with the police in a positive and friendly way as well.

It was noted that property management companies are an effective way of communicating information to strata councils and residents. They send regular bulletins to the building strata presidents/councils. They are generally willing to help. The task group could reach out to the property management companies to help relay the crime prevention messages.

It would be beneficial to build a mailing list to have continued direct contact with building strata councils.

Other suggestions included:

- A social media campaign

- A 'give away' incentive to sign up to receive flyers by email
- Figure out how to identify property managers at the buildings
- Get consent to use Crime Free Multi Housing contact information to connect with building managers or strata representatives
- Once COVID is over the RCMP can assist with resources to build a directory of property managers and strata presidents. The CPTG members can assist the RCMP with that when the time comes

**ACTION:** The Deputy Corporate Officer will print the posters and labels (once an email address is confirmed) and contact the group to confirm volunteers to deliver the first round of posters within the specified area.

It was noted that small groups of two or three people can deliver the posters together if they wear masks, remain physically distanced and adhere to the Provincial Health Officer orders throughout the delivery process.

- b) Determine how to disseminate the information (ie: post flyers in the neighbourhoods, door to door flyer deliver)

Addressed under item 3a)

**4) UPDATES**

- a) RCMP March Property Crime Map  
S/Sgt Brown reviewed the property crime map informally at the beginning of the meeting.

**6) STANDING ITEM**

- a) Crime Prevention (seniors) Outreach Project
- i. Flyer Content Review / Approval
    - o The next flyer, "COVID-19 Fraud Alert" will be distributed mid-May.

**ACTION:** Mr. Yuarata was not able to attend the meeting, however he advised in advance that he could create the content for the next flyer. The group consensus was to promote the "RCMP Online Reporting" function in the next flyer and Mr. Yuarata was selected to create the content. Staff noted that the COVID-19 Fraud Alert flyer is being distributed in mid-May and the next flyer will be distributed in early July. The content will be included on a future agenda for group consent prior to distribution. It was suggested that a shortened URL link to the online reporting system be included in the flyer.

RCMP online reporting link: <https://ocre-sielc.rcmp-grc.gc.ca/langley/en>

- ii. Ideas for Outreach Flyer Topics
  - o Online Reporting
  - o Educate Property Managers and Strata Councils about how to reduce mail theft
  - o Green Dot Program (partner with Langley Division of Family Practice)
  
- iii. Identify a volunteer to hand deliver Crime Prevention Tips for Business flyer (a monthly standing item when the first flyer is ready for distribution)
  - Tracking list of ideas for target hardening:
    - ~~Install a security system with surveillance cameras on the inside/outside of your business building~~
    - ~~Install an alarm system that is monitored off-site.~~
    - ~~Make sure that the outside of the business building is well lit at night.~~
    - ~~Keep front doors and windows clear of posters or signs for improved two-way visibility.~~
    - To prevent vandalism keep the building clear.
    - Use deadbolts for the exterior doors.
    - Designate restricted areas with signs like "Employees Only" or "Private".
    - Low counter displays allow employees to see over them.
    - Keep side doors and back doors closed
    - Keep limited cash in your registers. A sign indicating that there isn't much cash in the building might help.
    - Be alert for customers who enter without a clear purpose.
    - If cyber security is necessary, protect your customers online.
    - Running security checks on staff and on potential new employees is an accepted practice.

Staff advised that the first Business flyer was delivered by email in April to the Chamber of Commerce, the Downtown Langley Business Assoc and the RCMP for a wider distribution to their contacts. The next one will go out in early June, after the group approves the content at the May meeting.

**ACTION:**

Ms. Hinch will inquire with the Chamber of Commerce CEO to see if she received any feedback on the distribution of the first flyer.

- b) 2020 "Know Your Neighbour" Campaign

6) **ROUND TABLE**

There was an inquiry about the recent criminal activity taking place around the Dollarama/Baselines Pub area. S/Sgt Brown advised that the RCMP are aware of the activity and have since increased police patrols in the area. The Community Safety Manager advised that the Bylaw Enforcement division and the Fire Rescue Service are receiving reports of people starting fires in the vacant areas behind strip mall. Staff are planning to talk to the building owners to recommend fencing around the area to discourage the loitering issues. The Problem Property Team is also aware of the issue and working on problem solving initiatives.

There was discussion about installing security lighting to make the area less desirable at night. The Community Safety Manager advised that lighting the area can sometimes encourage more congregation as it is a source of light in the dark.

The Chair noted that the street needs activation. Over time with the development around the area that street has become a 'left over'. There is only one storefront and because it is behind the City Square mall, it has poor sightlines. It also has low pedestrian and vehicular activity making it ideal for loitering and criminal activity.

The Community Safety Manager advised that the City has security guards in the area six days a week and two days a week an extra bylaw officer is on shift as well. They patrol this area, Innes Plaza and Rotary Park. If needed, they will deploy more bylaw staff depending how the current patrols are going.

MOVED AND SECONDED

THAT the meeting adjourn at 7:00pm.

CARRIED

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CHAIR

Certified Correct:  
*pdk*

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DEPUTY CORPORATE OFFICER